

PATRON GUIDE

KENTUCKY TALKING BOOK LIBRARY



WELCOME to the Kentucky Talking Book Library. We look forward to providing free library service by sending you recorded or Braille books through the mail. We are part of a nationwide network that is administered by the National Library Service for the Blind and Physically Handicapped (NLS), which is a branch of the Library of Congress. We want you to enjoy our service and we encourage you to call us at 1-800-372-2968 anytime you have any requests, questions or problems. Please keep this Patron Guide for future reference.

ITEMS INCLUDED WITH THIS PATRON GUIDE

- *Talking Book Topics* OR *Braille Book Review*—Catalog that lists and describes the newest Talking Books or Braille Books. This is just a sample; if you would like a subscription to receive this publication every other month, contact your librarian. Talking Book Topics is available in large print or on cassette. Braille Book Review is available in Braille or in large print. Both can be found online at <http://www.loc.gov/nls/>.
- Cassette Catalog – Annual listing of cassette books produced the previous year.
- Magazine Catalog – List of magazines that are available on cassette tape and in Braille. To subscribe to any of the magazines, please call your librarian.
- Descriptive Video information
- Your librarian's name, phone number and email address
- Directions for searching the NLS Online Catalog
- NFB Newsline information
- Central Kentucky Radio Eye information

CONTACT INFORMATION

Kentucky Talking Book Library
PO Box 537
Frankfort, KY 40602-0537
Toll-free: 1-800-372-2968
Local: 502-564-8300, ext 276

Hours: Monday—Friday
8:00 a.m. — 4:30 p.m. Eastern time

Kentucky Talking Book Library 1-800-372-2968

STAFF—

Barbara Penegor—Branch Manager and Librarian for last names A-F, barbara.penegor@ky.gov

Janet Chisman—Librarian for last names G-O, janet.chisman@ky.gov

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Paula Ernsperger—Volunteer Recording Coordinator

Michael Gilbert—Machine Lending Officer/Duplication

Gary Harmon—Circulation

Scott Patterson—Circulation

CHANGES IN YOUR SERVICE

We want to tailor your Talking Book Library service to suit your particular needs. Please call us ANYTIME you have a question, problem, or request; or if you want make any changes in your service. Here are some examples of when to call us.

- To change your address, telephone number, or name.
- To temporarily change your address. (For example, you spend your winters in Florida.)
- To move out of state. We can transfer your service to your new home. You can take your machine with you.
- To temporarily stop your service. We will hold your service for up to 6 months.
- To cancel your service. We will ask you to return any books and equipment that are on loan to you.
- If you are unhappy with the types of books you receive. Your librarian needs your feedback to make sure you get the kinds of books you enjoy.
- If you want to increase or decrease the number of books you receive. We can also change how often you receive them.
- To add or cancel magazine subscriptions.
- To change the format of your catalogs or newsletters.
- To request an application for a friend or family member.

BOOK CIRCULATION

Your librarian and you (or someone on your behalf) should have discussed your circulation and decided how many books to send at a time and how often to send them. We want your circulation to meet your reading needs, so please contact your librarian whenever you would like to change the number of books you receive, or the frequency that you receive them. You must receive at least one book every six months to remain active and to keep the cassette player we have loaned you.

When beginning a talking book:

- Open and listen to the contents of only one container at a time. This will prevent getting the wrong tapes in the wrong container.
- Check for the proper number of tapes or Braille volumes. The number of tapes will be stated in the opening announcements, and appears on the right side of the title label of a cassette book container.
- It is a good idea to push the Rewind button each time you put a new tape in the player. It will stop when the tape is rewound to the beginning.
- Please note that most of our tapes are 4-track tapes and are numbered 1, 5, 9, etc. Refer to the instruction tape that comes with your player for more information.

Each book is on loan to you for 30 days, but please return each one as soon as you finish it. Other patrons may be waiting to receive that title. This will also insure that books come to you on a regular basis. If you have not finished a book by the due date, call your librarian. She may be able to renew it if there is not a waiting list. Otherwise we will add it back to your request list and send it to you at another time. The checkout date appears on the address card.

Before returning a book:

- Rewind the last tape. When ending a book on an even-numbered side (ex: side 2 or 4) fast-forward the tape to the end. When ending a book on an odd-numbered side (ex: side 1 or 3) rewind to the beginning.
- Make sure all tapes for the book are enclosed in the box, that they are in the correct mailing container, and that there are no tapes that do not belong.
- Do not place notes or book orders inside the containers. We do not have enough staff to open and check inside returned books.

- A book that comes in two or more containers should be returned at the same time.
- Turn over the address card on the outside of the book container so that our library's return address is showing. (A notch should be on the upper right corner.) There is no postage required. Simply mail as you would any outgoing mail.

DEFECTIVE BOOKS

Occasionally you may receive a book that has damaged, missing, or incorrect tapes. We apologize for this inconvenience. Please call us and we will send a replacement immediately. We simply do not have enough staff to inspect all returned books, so we rely on you to notify us about such problems.

Stop the tape at the point where the trouble occurred and do not rewind it. This will allow our staff to easily find the problem. Place the problem tape on top in the container. Mark an "X" on the upper left side of the return address card to alert us that it has a problem. (There is a check box there.) If you have not already called for a replacement, mark the box to send another copy. If the closing straps or hinges on the mailing container have broken, please wrap it securely with tape or a strong rubber band.

Here are some hints that may help you if you have a problem tape:

- If a tape does not play, double-check to make sure it is rewound to the beginning, and make sure the side selector switch is set to the correct side.
- When a tape "chatters", or sounds too fast, double check your speed controls. The Variable Speed Control is at the top right side of your player; it should be all the way to the left. The Tape Speed Control is just below it; this should be pushed down on the left side.
- If the tape still sounds too fast, take it out of the player and tap it on a tabletop or other hard surface, then return it to the player and press play.

KENTUCKY BOOKS

The National Library Service for the Blind and Physically Handicapped (NLS) provides most of our books to us. They select books that will appeal to people all over the country. To supplement this collection, volunteers record Kentucky books here in our own studios. These are books that are either by Kentucky

authors, are about Kentucky, take place in Kentucky, or are of particular interest to our readers.

The older Kentucky books are recorded on two-sided cassette tapes, while the newest are on 4-track tapes. We produce an annual catalog of our newest Kentucky books. Contact your librarian if you are interested in receiving Kentucky books or a catalog listing them.

BRAILLE BOOKS

Most of our Braille books are produced in Grade 2 Braille. We have books for both children and adults. We even have print/Braille books, which are picture books that have a Braille overlay so both Braille and sighted readers can read together.

Please be especially careful with Braille books. We only have 1 copy of each, and it is very difficult to replace lost or damaged copies.

Each Braille volume will come in its own mailing container. The containers fasten with Velcro. Before you return a volume, make sure it is securely fastened, and that you turn over the mail card so our address shows. (There will be a notch in the upper right corner.)

Braille Book Review is a bi-monthly catalog that lists our newest Braille titles, including a brief description and an order form. It is available in either Braille or large print. It is also available online at <http://www.loc.gov/nls/bbr/index.html>.

Web-Braille is downloadable Braille reading material available to those with Internet access and a refreshable Braille display. Both books and magazines are available. Call your librarian to register. You will need to provide your email address and a password.

BOOK SELECTION

Anytime you would like to request a book, you may call our toll-free telephone number, email us, or mail us a list. Any book you order will be added to your personal request list where they will be arranged according to book number. They will automatically be sent to you on a regular basis according to your individual circulation pattern.

There are 3 ways you can select the books you would like to read:

- You may request specific books by book number, title, author or subject.
- You may request catalogs for use in making book selections. You can sign up for a subscription to receive *Talking Book Topics* in large print or on cassette, or *Braille Book Review* in Braille or in large print. Both describe the newest books on tape or in Braille, and include order forms. Catalogs will be mailed directly to you from the producer in Melbourne, Florida. Do not mail requests to them, but to KTBL at PO Box 537, Frankfort KY 40602-0537. Talking Book Topics is available online at <http://www.loc.gov/nls/tbt/index.html>, and *Braille Book Review* at <http://www.loc.gov/nls/bbr/index.html>.
- You may ask your librarian to select books for you based on your reading interests. You will still be welcome to select books yourself, but your librarian will choose books for you if you run out of requests.

Our catalogs list only our newest titles. If you cannot find a particular book in a catalog, just call us. We will be glad to look it up and send it to you. If you have Internet access, you may search the National Library Service's online catalog. Complete instructions are included in this packet.

Don't forget to put your name and address on every request list you send us, whether it is an order form, or a list written on a piece of paper.

If you want to read books in a series in the proper order, call us to request the first title. Each time you receive another title in that series, call us to request the next book.

Please let us know if you wish to receive only the books that you specifically request. Remember: we will not select any books for you, so if you run out of requests you will not receive any books.

If we do not have the particular book you want, we can search other libraries in the NLS network. If another library has it, we can order it for you via Interlibrary Loan. Your account must be in good standing to make use of this option. Contact your librarian for more information.

We want you to receive the kinds of books you enjoy. Contact your librarian anytime you want to change the types of books that are sent to you.

MAGAZINES

A magazine catalog is included in your new reader packet. Part A includes over 70 national magazines available from NLS for free on cassette or in Braille. Contact our library to order a subscription. These magazines do not have to be returned; you may keep them indefinitely.

The magazines listed in Part B are not available through our library—you will have to contact the publisher to order them, and most are paid subscriptions that you must purchase.

The Kentucky Talking Book Library offers some additional magazines that NLS does not. *Reader's Digest* and *Newsweek* are available free of charge from the American Printing House for the Blind. However, after one year you will receive a renewal form in a separate envelope. You must return the renewal form to renew your subscription. The publisher suggests a donation for the subscription, but this is optional—you do not have to make a donation in order to continue receiving the magazine.

Several other magazines are sent from our office on a circulating basis. It is very important that you return these magazines as soon as you have finished reading them. We need to re-use the cassettes and the mailing containers in order to send the next issue. Failure to return an issue will prevent you from receiving future issues of a magazine.

Here is a good rule of thumb for magazines: if your address is on a reversible mail card, it must be returned to the sender. If your address is on a permanently attached label, it does not need to be returned.

THE LISTENING POST

The Listening Post is a newsletter produced by the Kentucky Talking Book Library. The winter or spring issue may contain an annual patron survey. You may choose to receive these in large print, on cassette, in Braille, or via email.

NFB NEWSLINE

You may wish to subscribe to this service in order to listen to newspapers. The National Federation for the Blind provides it in cooperation with NLS. Patrons use a touch-tone telephone to call a toll-free number to listen to a wide variety of newspapers. There are currently 10 local Kentucky papers available, as well as

national papers like *USA Today*, *The Wall Street Journal*, and *The Christian Science Monitor*. Call your librarian to sign up for this service. You will receive a PIN number, a security code, and instructions.

DESCRIPTIVE VIDEOS

Descriptive videos are movies on VHS or DVD that carefully describe the visual elements of the movie, including the action, characters, location, costumes, and sets. You can follow all the action and there is no interference with the dialogue or sound effects. To enjoy these movies, you will need your own VCR or DVD player and television. KTBL does not supply this equipment.

We currently have over 300 VHS and DVS movies purchased with donations from our patrons. They are only available from a few sources, and may not be available for replacement if lost or damaged. Therefore we ask that you treat them very carefully.

If you would like to receive descriptive videos, you must fill out a short application. The loan period is two weeks, and you may have only one at a time. Please contact Greta for an application or more information.

NLS MUSIC SERVICE

We do not provide music for recreational enjoyment or entertainment purposes. These are usually available from your local public library. However, NLS does have a special music collection consisting of more than 30,000 braille and large-print music scores and instructional materials. They are available in Braille, Web-Braille, large print, and on cassette. Patrons may also subscribe to one of six magazines related to music. Materials are circulated from NLS in Washington, DC. Patrons may call the NLS Music Section on their toll-free number at 1-800-424-8567, or they may call KTBL for more information.

CASSETTE PLAYERS

KTBL will provide you with the special cassette player needed to listen to talking books. It will be mailed through the US Postal Service. This machine is on loan to you for as long as you remain an active patron. To remain active, you must request and return at least 1 book every six months. If you ever decide to cancel the service, we ask that you return the machine so someone else may use it. Call us if you experience mechanical problems with your machine. We

will exchange it if necessary. Please save the shipping box just in case you ever need to return your player.

Your cassette player will arrive with an instruction tape in it. Please listen to this tape and experiment with the machine until you are familiar with the controls. It is designed for those who are blind or have low vision. NLS talking books are recorded at half speed four-track tapes. This allows them to hold up to 6 hours per tape. Please refer to the instruction tape to learn how to play all four sides of a tape. This machine can also play standard commercial cassette tapes; refer to the instruction tape for details.

The player has a rechargeable nickel-cadmium battery that will operate the player for about six hours after being fully charged. Simply plug the player into a standard household outlet to recharge it. Remember, you can always call your library for more instructions about how to use the player.

Please avoid eating or drinking near your cassette player. Crumbs and spilled liquids will affect machine performance. Keep your machine clean by occasionally wiping it with a damp cloth. Do not attempt to make any repairs to it. Call KTBL at 1-800-372-2968 if you have any machine problems. We will exchange a working player for one that does not operate properly.

DIGITAL TALKING BOOKS AND PLAYERS

In fall 2009 NLS and KTBL introduced digital talking books and players. These use a flash memory cartridge that is similar in size and shape to a cassette tape. The machines are smaller and lighter than cassette players, have improved sound, and are easier to use. Those who have a computer with a high-speed internet connection may also download talking books from the NLS website. It is expected to take a couple of years for everyone to receive a digital player, and it will take that long to build a digital book collection. Contact KTBL for more information or to be put on the waiting list for a digital machine.



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